Table 4

Distribution of Enquiries/Complaints

Organisation		Enquiries	Complaints
Agriculture, Fisheries and Conservation Department	(AFCD)	75	56
Airport Authority	(AA)	10	6
Architectural Services Department	(Arch SD)	17	10
Audit Commission	(Aud)	0	1
Auxiliary Medical Service	(AMS)	2	1
Buildings Department	(BD)	578	413
Census and Statistics Department	(C & SD)	6	4
Civil Aid Service	(CAS)	7	2
Civil Aviation Department	(CAD)	8	5
Civil Engineering and Development Department	(CEDD)	14	17
Companies Registry	(CR)	7	10
Correctional Services Department	(CSD)	46	122
Customs and Excise Department	(C&ED)	52	35
Department of Health	(DH)	100	50
Department of Justice	(D of J)	36	19
Drainage Services Department	(DSD)	40	22
Electrical and Mechanical Services Department	(E & MSD)	28	13
Employees Retraining Board	(ERB)	17	6
Environmental Protection Department	(EPD)	79	41
Equal Opportunities Commission	(EOC)	26	14
Fire Services Department	(FSD)	59	36
Food and Environmental Hygiene Department	(FEHD)	928	476
General Office of the Chief Executive’s Office	(GOCEO)	10	8
Government Laboratory	(Govt Lab)	0	1
Government Logistics Department	(GLD)	9	5
Government Property Agency	(GPA)	11	9
GS – Chief Secretary for Administration's Office	(GS-CS)	51	45
GS – Civil Service Bureau	(GS-CSB)	24	26
GS – Commerce and Economic Development Bureau	(GS-CEDB)	6	4
GS – Commerce, Industry and Technology Bureau	(GS-CITB)	1	0
GS – Constitutional and Mainland Affairs Bureau	(GS-CMAB)	9	4
GS – Development Bureau	(GS-DEVB)	4	7
GS – Education Bureau	(GS-EDB)	129	71

Organisation		Enquiries	Complaints
GS – Environment Bureau	(GS-ENB)	2	2
GS – Financial Services and the Treasury Bureau	(GS-FSTB)	8	4
GS – Food and Health Bureau	(GS-FHB)	3	9
GS – Health, Welfare and Food Bureau	(GS-HWFB)	1	0
GS – Home Affairs Bureau	(GS-HAB)	3	10
GS – Labour and Welfare Bureau	(GS-LWB)	19	26
GS – Security Bureau	(GS-SB)	11	14
GS – Transport and Housing Bureau	(GS-THB)	12	21
GS – Chief Secretary for Administration's Private Office	(GS-CSAPO)	2	0
GS – Financial Secretary's Office	(GS-FS OFF)	0	1
Highways Department	(Hy D)	51	41
Home Affairs Department	(HAD)	142	115
Hong Kong Arts Development Council	(HKADC)	1	1
Hong Kong Examinations and Assessment Authority	(HKEAA)	47	124
Hong Kong Housing Authority	(HKHA)	42	5
Hong Kong Housing Society	(HKHS)	35	26
Hong Kong Monetary Authority	(HKMA)	69	628
Hong Kong Observatory	(HKO)	13	6
Hong Kong Sports Institute Limited	(HKSI)	1	1
Hospital Authority	(HA)	453	196
Housing Department	(HD)	943	462
Immigration Department	(Imm D)	409	147
Information Technology Services Department	(ITSD)	2	0
Inland Revenue Department	(IRD)	85	68
Intellectual Property Department	(IPD)	11	8
Judiciary Administrator	(JA)	152	54
Kowloon-Canton Railway Corporation	(KCRC)	1	2
Labour Department	(LD)	186	69
Land Registry	(LR)	11	4
Lands Department	(Lands D)	261	233
Legal Aid Department	(LAD)	183	61
Legislative Council Secretariat	(LCS)	1	3
Leisure and Cultural Services Department	(LCSD)	225	186

TABLE 4

DISTRIBUTION OF ENQUIRIES/COMPLAINTS

Organisation		Enquiries	Complaints
Mandatory Provident Fund Schemes Authority	(MPFA)	84	18
Marine Department	(MD)	14	8
Office of the Telecommunications Authority	(OFTA)	42	32
Official Receiver's Office	(ORO)	51	17
Planning Department	(Plan D)	17	25
Post Office	(PO)	126	71
Privacy Commissioner for Personal Data	(PCPD)	21	11
Radio Television Hong Kong	(RTHK)	13	5
Rating and Valuation Department	(RVD)	35	23
Registration and Electoral Office	(REO)	18	8
Securities and Futures Commission	(SFC)	52	43
Social Welfare Department	(SWD)	527	180
Student Financial Assistance Agency	(SFAA)	94	49
Television and Entertainment Licensing Authority	(TELA)	3	10
Trade and Industry Department	(TID)	5	3
Transport Department	(TD)	219	168
Treasury	(Try)	10	7
Urban Renewal Authority	(URA)	23	11
Vocational Training Council	(VTC)	20	9
Water Supplies Department	(WSD)	253	116
Total		**7,401**	**4,880**

Note 1. The total number of enquiries and complaints received in Table 1 are 14,005 and 5,386 respectively. They are different from the figures shown in Table 3 for the following reasons:

* An enquiry/complaint involving more than one organisation is shown against each of the organisation.

* Enquiries/complaints involving bodies outside The Ombudsman's jurisdiction are not shown.

Note 2. Organisations under Schedule 1 to The Ombudsman Ordinance with no enquiries/complaints received in the reporting year are not shown.

Note 3. Excluding "Complaints to others copied to us" from 2006/07.